

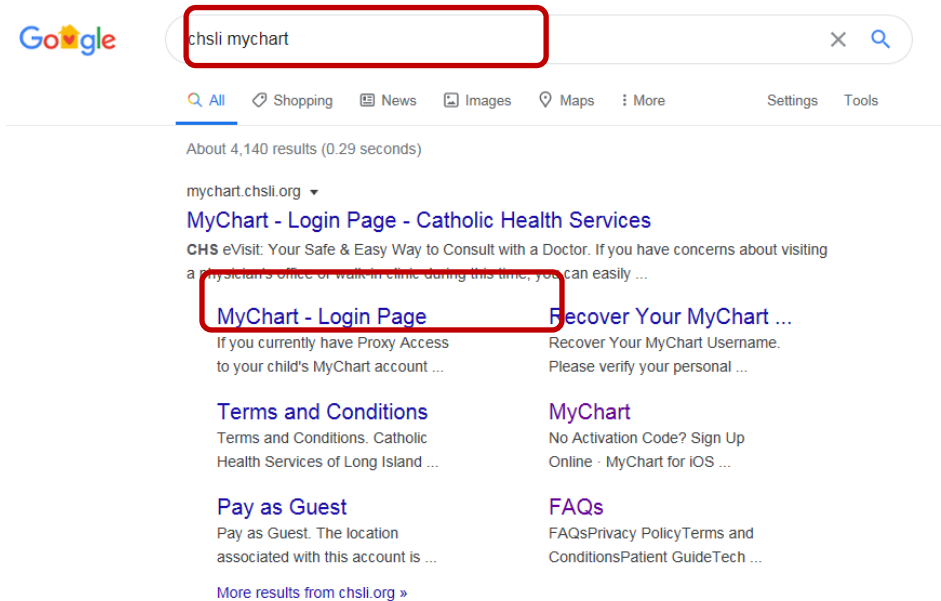


Video Visit Instructions

1. Before you begin – determine if you will use a desktop/laptop or a smartphone to conduct your visit.
2. Video visit must be done on your smartphone, or a computer that has a camera and microphone. Video visits are not recorded.
3. You will need a quiet place to conduct your visit.
- 4.

Patient Desktop/Laptop Instructions - MyChart Service Desk - 1-631-465-6100

5. **Log into your MyChart account** on your desktop or laptop. To find the MyChart login page - Google “chsli mychart” then click on MyChart Login Page.



6. On the Home Page you will see instructions for the video visit.
7. Click on that message within 10 minutes of the scheduled appointment **and click Details.**



8. Within 10 minutes of the scheduled appointment click on **Start Video Visit**.***

🕒 Friday March 20, 2020 1:30 PM EDT (15 minutes)

 [Add to Calendar](#)



Michael Moskowitz, DO

Joining from the website or app:

1. Ensure your web cam or camera is working by testing your hardware. There will be an opportunity to test this up until 10 minutes prior to your appointment by selecting test hardware. Please ensure you are in a well lit and private area.
2. 10 Minutes prior to your appointment, a begin video visit button will replace the test hardware button on the appointment details page. When you are ready to talk to your provider, click the button and unmute your computer.
3. When you are successfully connected, you will see the message of: "Connected, please wait for your provider."

Fill out the following questionnaires before your video visit:

[MyChart History](#) (Not Started)

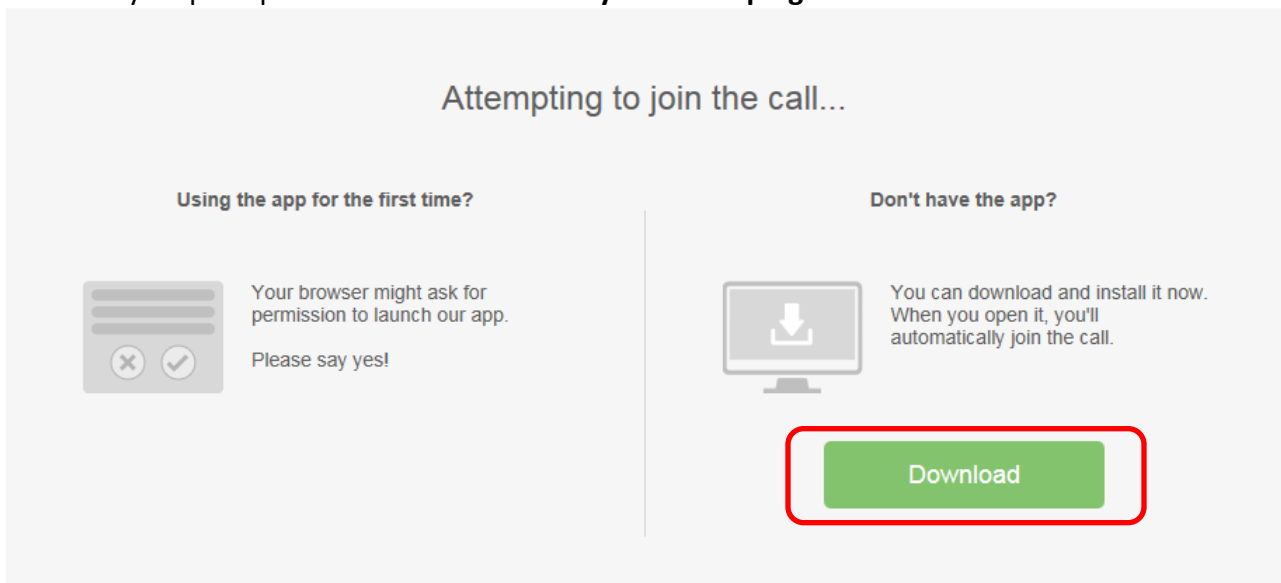
Other actions you can take:

[START VIDEO VISIT](#)

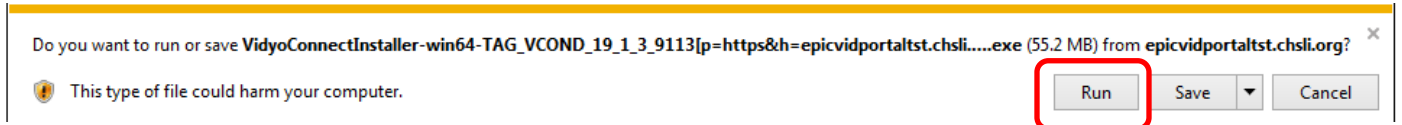
This appointment cannot be canceled online. To cancel, please call 516-679-3627.

*****Follow these instruction for the first time only** - If you have previously downloaded the app – you may still see the screen asking you to download the Vidyo. You do not have to Download again – the video will start automatically. *** go to step # 12

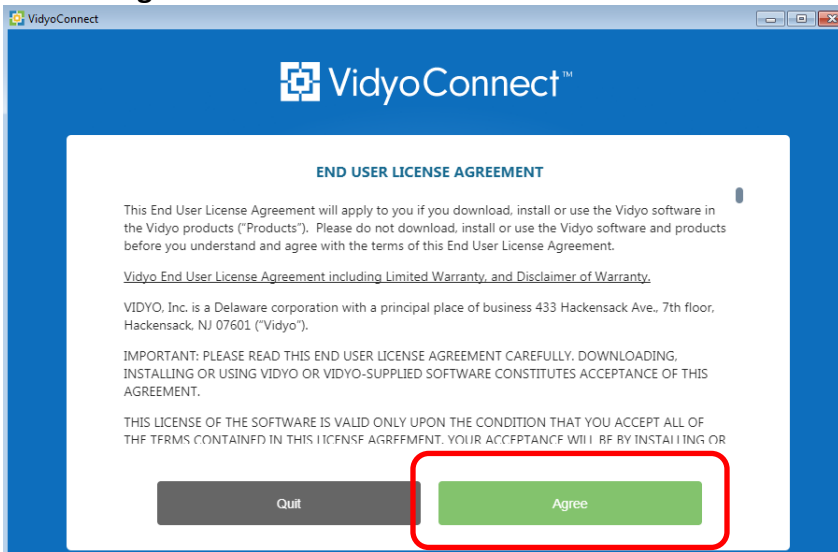
9. You may be prompted to **download the VidyoConnect plugin** click **Download**.



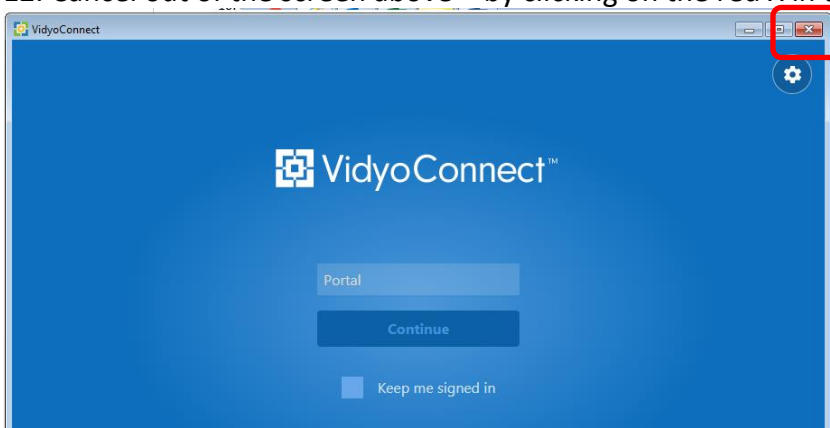
10. Click **Run**.



11. Click Agree

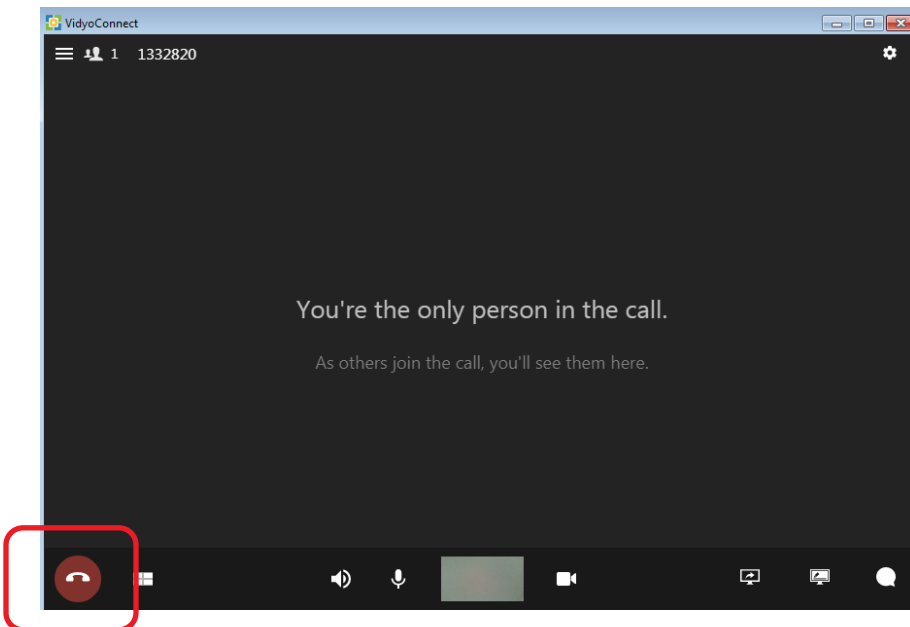
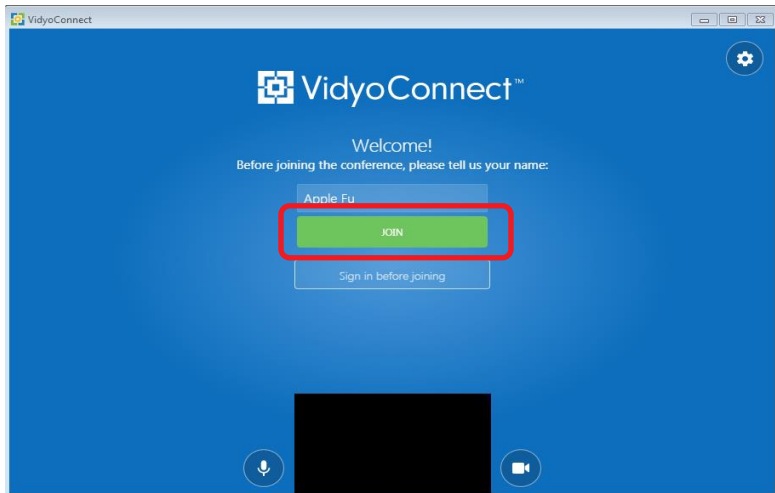


12. Cancel out of the screen above – by clicking on the red X in the upper right hand corner.



You may have to log into MyChart once again

13. Once the patient clicks on the **Start Video Visit** button, you will be prompted to join the call by entering your name and clicking on the **JOIN** button. You will see a screen stating **You are the only person in the call.**



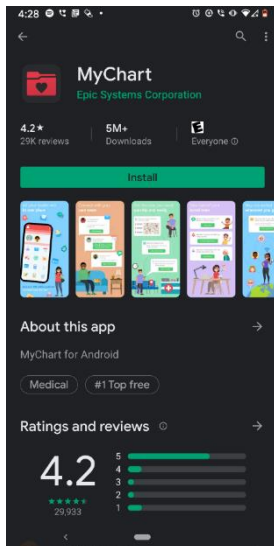
14. When the provider or medical staff starts the visit, you will be able to see and hear the provider.
15. You can contact the CHSLI MyChart Patient Service Desk at 631-465-6100
16. To end the session click the red telephone icon on the lower left .

Paient Instructions Mobile : MyChart Service Desk - 1-631-465-6100

1. Patient must download VidyoConnect to their phone from the app store for the initial visit – *no setup or installation required.*



2. Patient must also download and install the MyChart App to their phone from the app store for the initial visit.



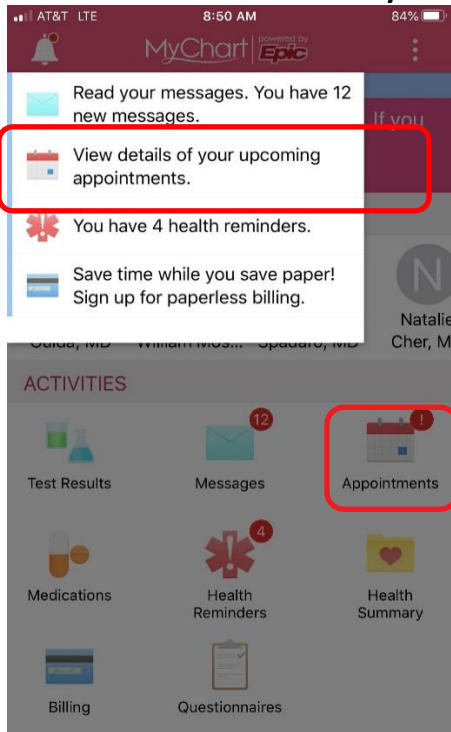
- A. Click **“Install”**
- B. Once installed **open the App**
- C. Follow the prompts for set up
 - (1) You will need to indicated the Hospital System where you receive care



- (2) You can search by State /Name or Zip – Select Name
- (3) Select an organization (Where do you receive your Health Care)
- (4) Select “**catholic health services**”
- (5) Click **OK**

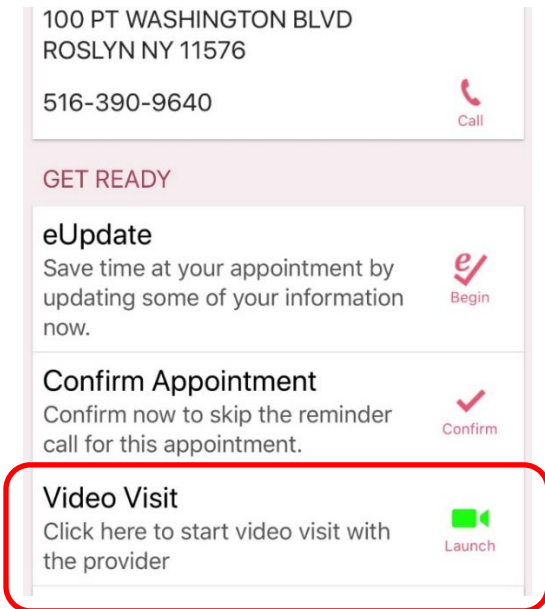
3. Your Mobile MyChart Account is now set up

- A. **Log into MyChart** from your **Smartphone**
- B. Click on the “**View details of your upcoming appointments**” or the **Appointments icon**.

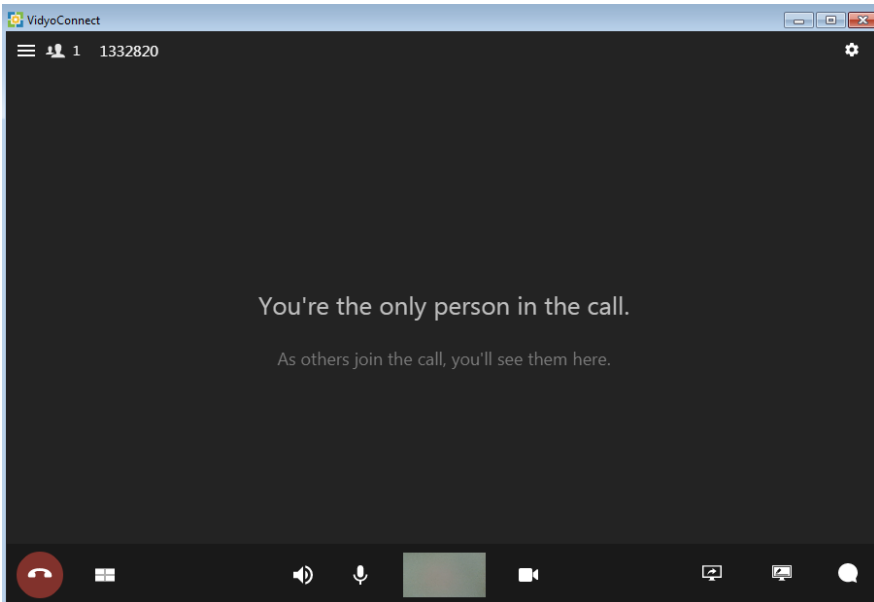


17. The patient can click on the “**eUpdate**” **button** and request updates to their medication, allergies, problem items.

18. Select the correct Video Visit appointment and click on the **Launch icon**.



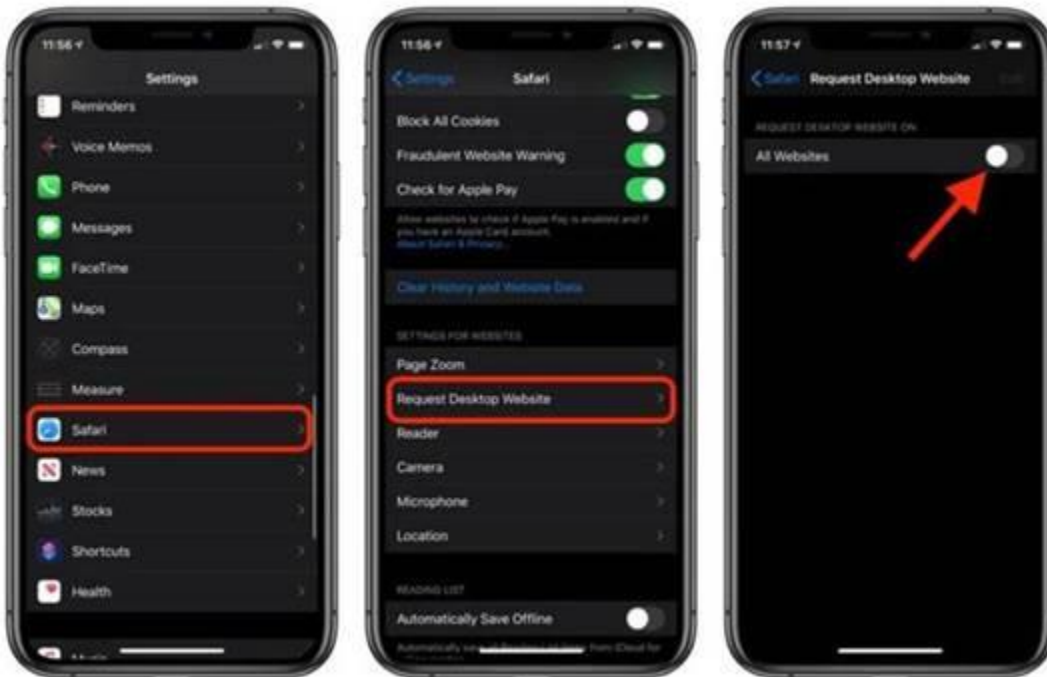
19. Once the patient clicks on the **“Video Visit”** button, they will wait for the provider to join. When the provider or medical staff starts the visit, the patient will be able to see and hear the provider. Instructions as above.



MyChart Service Desk - 1-631-465-6100

Other helpful items

You will have to turn off Request Desktop Website in the Safari app.

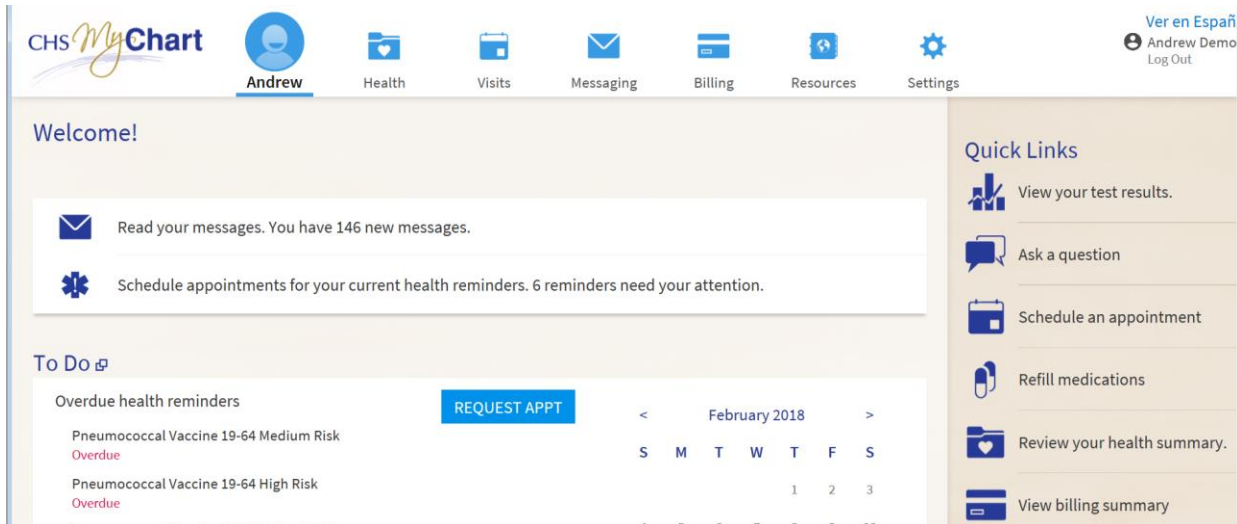


General MyChart Functionality

The following menu tabs will help you navigate our MyChart site. If you are already using our MyChart portal, you will notice that we continue to improve the design, with features now in a menu at the top and **Quick Links** on the right. You can also click on 'Read your messages', 'Schedule appointments', 'Request APPT' to move within MyChart.

Note: Unless a specific location is indicated, both hospitals and physician practices will provide data for that feature. Those items for which "physician office only" is indicated are provided only by practices on the Epic electronic medical record.

Welcome!



Quick Links

Available on the right hand sided of most pages to allow you to quickly navigate in MyChart.

- Buttons to perform many activities from a single screen
 - View your test results.
 - Ask a question
 - New Medical Question
 - Request a Medication Refill
 - Schedule an appointment **(physician office only)**
 - Request An Appointment
 - Choose a Provider
 - Refill medications
 - View your health summary.
 - View billing summary

- Use this button to go [BACK TO THE HOME PAGE](#)

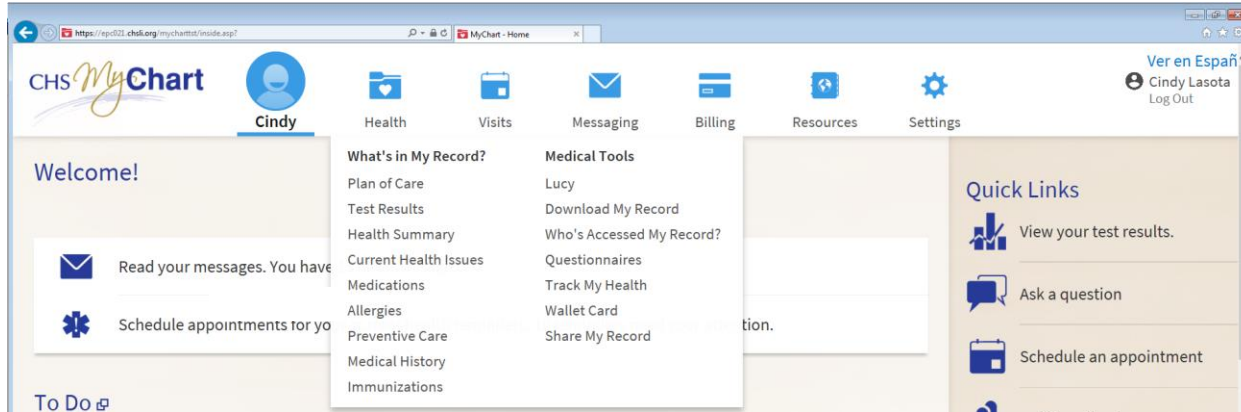


Cindy

Click the icon with your name to go back to the Welcome screen.

The Icons at the top of the page will help you navigate through MyChart

Health



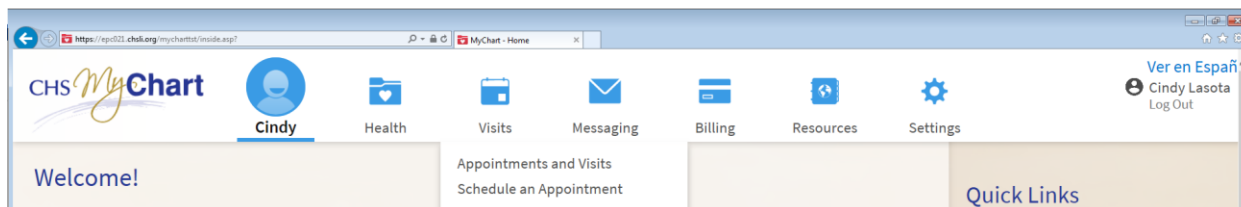
What's in My Record?

- Plan of Care includes goal
- Test Results
- Health Summary: Current Health Issues, Medications, Allergies, immunizations and Preventive Care
- Current Health Issues: Reasons you've been seen at the hospital or physician office for
- Medications: A list of the medications you are on (it's best to keep this list with you, as well)
- Allergies
- Preventive Care: Recommended screenings based on your health history, age and sex
- Medical History also contains Surgical History, Family Medical History, Social History and Family Status
- Immunizations that have documented by your provider

Medical Tools

- Download My Record: Print or save your information to bring with you to another doctor
- Who's Accessed My Record?: Serves as an audit trail of who has accessed your health information
- Questionnaires: Allows you to expedite your visit by recording your medical and surgical history
- Wallet Card: Create a pocket-size medical card that you can carry
- Share My Record: Allows you to obtain an access code you can share with a provider not on CHS Epic to grant one-time, limited access to the information you see in MyChart.

Visits



Appointments and Visits:

- Upcoming Appts: Review future doctor's visits (**physician office only**)

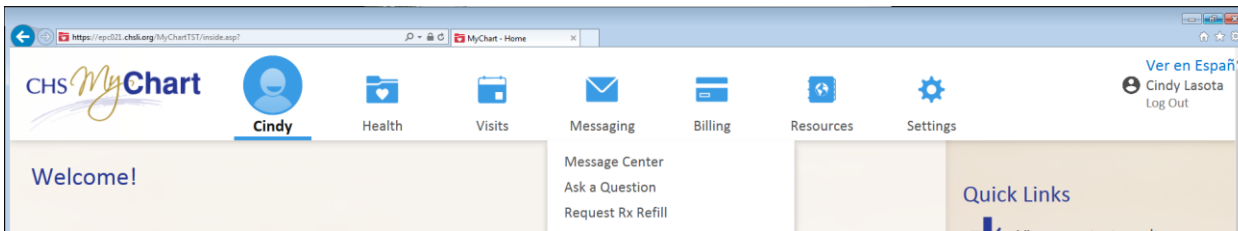


- Cancel Appts: Cancel appointments up to 24 hours prior (**physician office only**)
- Visit Summaries: Obtain a copy of your After Visit Summary from your past office or clinic appointment
- Admission Summaries: Obtain a copy of your After Visit Summary from your past hospital stay

Schedule an Appointment:

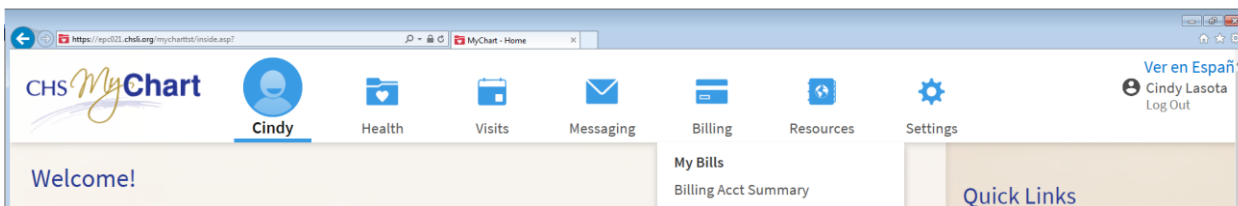
- Schedule an Appointment: Submit your preferred appointment date and time, so a staff member can contact you to schedule your next visit. Directly schedule an appointment for your next visit (**select practices**).

Messaging



- Message Center – you can view incoming and sent messages between you and your providers and their staff (**physician office only**)
- Ask a Question : Secure message your doctor on certain topics—**not for emergency care (physician office only)**
- Request Rx Refill: Choose a prescription to refill and send the request to the original prescribing provider (**physician office only**)

Billing



My Bills

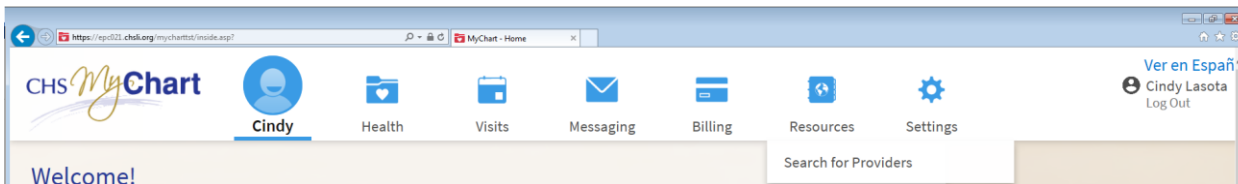
Billing Acct Summary

- Billing Acct Summary – View statements with account details (**physician office only**)



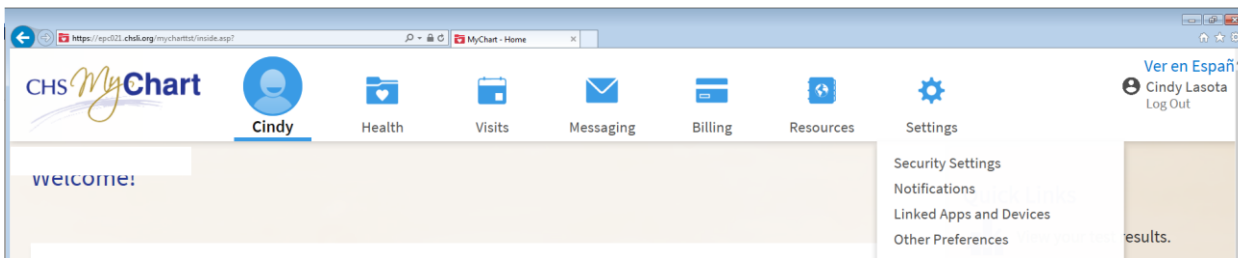
- Allows you to send a secure message to the CHS billing customer service group

Resources



- Search for providers by Name, City, State, ZIP, Internal Department, Provider Specialty, Gender, and Language

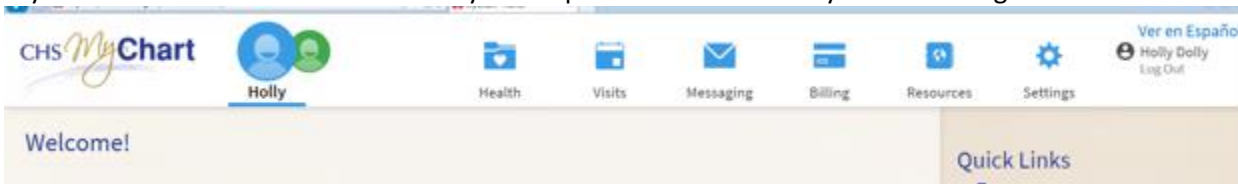
Settings



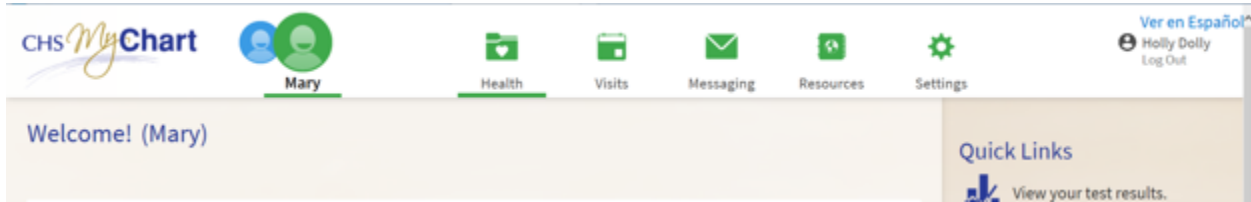
- Security Settings: Go here to change your password and security questions
- Notifications: Change your email address and turn email notifications on/off for:
 - Appointments & Questionnaires
 - Billing & Payments
 - Test Results, Medications, & Research Studies
 - Messages & Documents
- Other Preferences: Select how you would like to be notified and which events you would like to be notified of

Proxy access

If you have Proxy Access to another's account MyChart now makes it easier to identify which patient's information you are looking at.



Icon colors change for each member you are proxy to.



ACCESS THE PORTAL: <https://mychart.chsli.org>

TECHNICAL SUPPORT: (631) 465-6100

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